

External - Job Order Detail

The State of Montana is an equal opportunity employer

Department: DEPARTMENT OF LABOR & INDUSTRY

Division: Business Standards

Bureau: Business & Occupational Licensing

Date Posted: 02/02/2009

Job Category: Office and Administrative Support

**Position
Number:** 66266976

Position Title: LICENSE PERMIT TECHNICIAN

Location: HELENA

Job Status: Full Time Permanent

Salary: \$26,123.00 to \$31,021.00

Salary Unit: Yearly

Additional Salary Info: Applicants' qualifications will be assessed based on minimum qualifications and in accordance with Pay Plan Rules. Successful applicant's pay will be set using the above salary range based on qualifications.

Shift: Daytime

Band: 04

Closing Date: 02/17/2009

**Supplement
Required:** Yes

Applications must be received by Midnight on the closing date.

Training Assignment: If applicants for this position do not meet the minimum qualifications, a training assignment may be used.

Applicant Pool: If another department vacancy occurs in this job title within six months, the same applicant pool may be used for the selection.

Apply to your Local Montana Job Service Center

- OR -

State Agency:

DEPARTMENT OF LABOR & INDUSTRY

P.O. Box 1728

HELENA, MT 59624

Phone: (406) 444-3710

Fax: (406) 444-3685

TTY: (406) 444-0532

E-mail: dliapps@mt.gov

Special Information:

This position works in a fast-paced work environment that requires the ability to multi-task and to perform work accurately and effectively. The successful applicant must receive positive job references. Pay for employees new to the Department will be set at one step below the salary of employees with similar qualifications and shall have pay adjusted to the appropriate salary following successful completion of the trial period.

For further information about DLI job postings and job application materials see: <http://dli.mt.gov/jobopenings/>. Applicants **claiming the Veterans' or Persons with Disability Employment Preferences** (PD-25A) must provide verification of eligibility with the application materials. Application materials are accepted via on-line, email, fax, postal mail, or drop off at nearest MT Job Service.

Upon date of hire, eligible for 100% state paid premiums for employee "core" medical, dental, and basic life insurance coverage (dependent coverage and supplemental options available at an additional cost). Earn 15 working days of vacation, 12 sick leave, and 10 paid holidays per year. Membership in a Retirement System with the state matching begins upon the first day of employment (vesting criteria applies).

Duties:

The Business and Occupational Licensing Bureau, (BOLB) provides support to a variety of professional licensing and regulating boards. Support includes licensing and regulating persons and businesses engaged in related professions and occupations. This position serves as a License Permit Technician for the Board of Realty Regulation and is a key position in receiving, approving, and issuing real estate sales, broker, and property manage licenses. This position processes and issues new license applications and renewals for business and professional licensees. Ensures that license applications and renewals are completed, researched, verified, and processed according to Bureau and Board procedures, statutes and rules. Verifies and documents credentials; enters information into Oracle database, runs reports, prepares and balances deposits; and prints and mails licenses using accuracy and processing in a timely manner. Prepares and processes temporary permits as appropriate. Communicates both verbally and in writing with applicants or licensees when materials are incomplete or have other questions and concerns and instructs them on proper procedures to complete materials. Maintains effective working relationships with placement services, facilities, professional associations, other state agencies, and others to solve licensure problems and responds to questions and concerns. Prepares correspondence as directed. Reviews laws and rules for concurrence with application processing. Reviews and implements new laws, rules, policies, and procedures as they occur. Opens Board mail, date stamps and delivers to appropriate person. Scans documents as needed to the File Net server. Maintains and updates record keeping system.

Competencies:

The successful incumbent should have the ability to learn and understand statutes, rules and policy procedures to provide accurate and comprehensive information to licensees and members of the public regarding complex licensure requirements and regulations. Requires knowledge and skills in use of a variety of computer software programs such as databases, spreadsheets, and word processing; office practices; customer services; written and verbal communications; and bookkeeping and records management. Must be able to learn new tasks within a reasonable length of time; such tasks include terminology specific to the professions within the bureau, legal processes, rules, and

regulations regarding licensing processes. Must have the ability to coordinate and communicate effectively with state and federal agencies, facilities, practitioners, and other boards and staff within the bureau to provide good customer service. Must have good organizational skills, creative thinking, and good judgment and understanding of current issues and concerns facing the profession. Must be able to review and weigh facts and select appropriate options in order to resolve problems with regard to licensing regulations. Must be able to multi-task and keep up with a fast-paced work environment. Must have behavior skills in relationship management; customer focus; team work; flexibility; policies, process, and procedures; commitment and loyalty; quality; decision making and problem solving; and communication.

The Department of Labor and Industry strives to provide an effective customer focused work environment. Our goal is to provide excellent service to all our customers. The core values of this Department are customer focus, individual responsibility, individual growth, ethics in the workplace, and continuous improvement. These values represent the Department's expectations of staff and the ideal employee is one who embraces these values.

Education/Experience:

Requires a combination of education and experience equivalent to three years of responsible office experience that includes customer service, following policies and procedures, decision-making and problem solving, working as part of a team, flexibility, multi-tasking and relationship management. Must be familiar and adept at using a variety of computer software programs such as databases, spreadsheets, and word processing. Equivalent combination of education and experience will be considered. The successful applicant(s) with college credits or college degree(s) shown on the application may be required to provide a copy of their college transcripts or diploma upon interview or prior to hire for pay setting purposes.

Additional Materials: (identified with name and position number):

1. Cover Letter
2. Resume

Supplemental Questions:

The information you provide on this application supplement will be used by the selection panel in combination with your education and experience to determine which applicants will be selected for an interview. Your responses will be viewed apart from your state application and other application material, therefore, IT IS IMPORTANT TO PROVIDE SPECIFIC INFORMATION REGARDING NAMES OF EMPLOYERS, DATES, JOB TITLES, ETC. In order to receive full credit, you must express yourself fully and completely. Do not expect the selection panel to make assumptions based upon your application, resume, or other materials when rating your application supplement.

*Please put your name and the position and position number you are applying for at the top of each page. In addition to assisting in the evaluation of your skills, your written response to these supplemental questions will also be used to evaluate your writing skills.

1. This position is responsible for a variety of information maintained on a number of computer programs. Describe your experience and/or training with personal computers, word processing, spreadsheets, databases and scanning systems. Be specific about the type(s) and duration of time you spent with each.

2. This position supports an active licensing unit. Please describe your experience in working in a busy office setting, dealing with customers both face to face and on the phone, and establishing priorities for workload.